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Job details

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| Bulletin Number | 28942BR |
| Type of Recruitment | Open Competitive Job Opportunity |
| Department | Mental Health |
| Position Title | PATIENT RESOURCES WORKER |
| Exam Number | 29192E |
| Filing Type | Open Continuous |
| Filing Start Date | 12/10/2013 |
| Salary Type | Monthly |
| Salary Minimum | 2721.73 |
| Salary Maximum | 3194.55 |
| Position/Program Information | Completes standardized billing forms based upon data acquired. |
| Essential Job Functions | <p>Evaluates financial data and resources to determine the patient's ability to reimburse the County for medical and/or mental health care services consistent with department policy; contacts private insurance companies to verify coverage and to obtain authorization for services; verifies existing governmental coverage for medical or mental health care, and screens for the patient's potential eligibility to receive Medi-Cal or other no-cost/low-cost programs.</p> <p>Communicates with patients, responsible relatives and/or representatives, attorneys, employers, agencies and insurance companies to explain County policies and to obtain, verify, or clarify information required to complete standardized billing forms.</p> <p>Completes standardized billing forms in order to submit claims and bill clients, Medi-Cal, Medicare, and private insurance for mental health services based on client eligibility.</p> |
| Requirements | <p><u>Selection Requirements:</u></p> <p>Option I: Two years of full-time* experience interviewing the public to initiate or complete applications for financial assistance, insurance, medical, mental health, hospital services, social security, or workers' compensation -OR-</p> <p>Option II: Three years of full-time* clerical experience, two years of which must have involved public contact associated with the financial screening and/or registration of patients or claims billing and collection for hospital , medical, or mental health services.</p> <p>Applicants must complete and submit a mandatory Supplemental Application Form as an integral part of their application. The link to the Supplemental Application Form is located in the "Application and Filing Information" Section below.</p> |
| Physical Class | Physical Class II – Light: Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved. |

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| License(s) Required | A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions. |
| Desirable Qualifications | <p>Experience conducting Medi-Cal eligibility checks using the State Medi-Cal website, the Automated Eligibility Verification System (AEVS)**, or a Point of Service (POS) device*** and interpreting eligibility responses.</p> <p>Experience processing service claims from an Electronic Health Record (EHR)**** using a Health Insurance Portability and Accountability Act (HIPAA)***** compliant electronic claiming system.</p> <p>Experience developing, reviewing, and analyzing aging reports to ensure that claims were submitted and reimbursed on time.</p> <p>Experience following up on submitted claims and conducting appeals on claims denied by third party payers such as Medicare or private insurance.</p> |
| Special Requirement Information | <p>*Experience is evaluated on the basis of a verifiable 40-hour workweek. Work performed part-time will be prorated on a month-for-month basis.</p> <p>**Automated Eligibility Verification System (AEVS) is an interactive voice response system that allows providers the ability to access Medi-Cal subscriber eligibility information through a touch-tone telephone.</p> <p>***Point of Service (POS) device is used to verify recipient eligibility, clear Share of Cost liability, reserve Medi-Services, perform Family PACT (Planning, Access, Care and Treatment) client eligibility transactions and submit pharmacy or CMS-1500 claims.</p> <p>****An Electronic Health Record (EHR) is a collection of patient health information generated by one or more meetings in any care delivery setting. An EHR typically includes patient demographics, progress notes, problems, medications, vital signs, past medical history, immunizations, laboratory data and radiology reports. It's said to streamline clinicians' workflow, and it has the ability to generate a complete record of a clinical patient encounter.</p> <p>*****Health Insurance Portability Accountability Act (HIPAA) is the general requirement on all Electronic Data Interchange (EDI) transactions of patient care / service claiming file process.</p> |
| Examination Content | <p>This examination will consist of an evaluation of experience, based upon application information and Supplemental Application Form , weighed 100%.</p> <p>Candidates must achieve a passing score of 70% or higher of the examination in order to be placed on the eligible register.</p> |
| Special Information | Past and present mental health clients and family members are encouraged to apply. |
| Vacancy Information | The resulting eligible register for this examination will be used to fill vacancies in the Department of Mental Health. |
| Eligibility Information | <p>The names of candidates receiving a passing grade in the examination will be placed on the eligible register in the order of their score group for a period of twelve (12) months following the date of promulgation.</p> <p>Retake: No person may compete for this examination more than once in a twelve (12) month period.</p> |
| Available Shift | Day |
| Application and Filing | APPLICATIONS MUST BE FILED ON-LINE ONLY. APPLICATIONS SUBMITTED BY U.S.MAIL, FAX OR IN PERSON |

Information**WILL NOT BE ACCEPTED.**

Complete your application and Supplemental Application Form thoroughly. Provide any relevant education, training, and experience in the spaces provided so we can evaluate your qualifications for the job. This examination will remain open until the need of the services are met, and is subject to closure without prior notice.

Click on the link below to access the **Supplemental Application Form**:

http://file.lacounty.gov/dhr/ehr/cms1_205541.doc

All information is subject to verification. We may reject your application at any time during the selection process.

INSTRUCTIONS FOR FILING ONLINE:

Apply online by clicking on the tab above this bulletin that reads, "Apply to Job" so you can apply online and track the status of your application and get notified of your progress by email.

Applicants must complete and submit their applications, upload required documents (e.g. Supplemental Application Form, Resume and/or additional examination related documents, etc.) as attachment(s) at the time of filing. **Note:** If you are unable to attach the required documents, you may fax them to (213) 637-5892 or email to cyeung@dmh.lacounty.gov within five (5) business days of on-line filing. Please include examination number and examination title.

ALL APPLICANTS MUST ENTER A VALID SOCIAL SECURITY NUMBER AT THE TIME OF FILING. ENTERING ANYTHING OTHER THAN A VALID SOCIAL SECURITY NUMBER (i.e. 000-00-0000, 111-11-1111, etc.) WILL RESULT IN AN AUTOMATIC REJECTION OF YOUR APPLICATION.

Computer and internet access at libraries:

For candidates who may not have regular access to a computer or the internet, applications can be completed on computers at public libraries throughout Los Angeles County.

No sharing User ID and Password: All applicants must file their application online using their own user ID and password. Using a family member or friend's user ID and password may erase a candidate's original application record.

County of Los Angeles Information

View details regarding Employment Eligibility Information, Social Security Act of 2004, Records of Convictions, Veterans Preference Credit, Los Angeles County Child Support Compliance Program, Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act by clicking on the link below:

[COUNTY OF LOS ANGELES BULLETIN INFORMATION](#)

OR

Visit <http://hr.lacounty.gov> to view the above information. Click on Job Info Center Tab, and then click on County of Los Angeles Bulletin Information link under Some helpful links section.

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act.

The County will make reasonable accommodations.

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| Department Contact Name | Celia Yeung |
| Department Contact Phone | (213) 738-4634 |
| Department Contact Email | fman@dmh.lacounty.gov |
| ADA Coordinator Phone | (213) 738-2823 |
| Teletype Phone | (800) 735-2922 |
| California Relay Services Phone | (800) 735-2922 |
| Job Field | Health Other |
| Job Type | Paraprofessional |

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